



## **DIETITIANS BOARD (NZ)** **PRACTICE SUPERVISION GUIDELINES** (May 2010)

### **BACKGROUND**

If supervision is required by the Dietitians Board, a ‘Supervisor’s Agreement’ (attached) must be completed and a copy sent to the Registrar. You will be advised whether this is required before you start work, or soon after.

The amount and type of supervision required will be decided on a case-by-case basis and will depend on a range of factors. If the dietitian is New Zealand (NZ) trained, then the following factors are considered:

- length of time out of the dietetic workforce
- years of experience practising as a dietitian prior to becoming inactive
- and participation in Continuing Competence programme.

All supervision programmes must ensure that the Continuing Competence Programme (CCP) has been established and the CCP criteria and requirements are being met. Supervision is intended to be a supportive process to enhance practice.

### **THE DIETITIANS BOARD (NZ) REQUIRES SUPERVISION FOR:**

- NZ trained dietitians returning to dietetic work after 3 years or more
- All overseas trained dietitians for the first year of practising in New Zealand
- Newly trained dietitians for their first year of practice
- May be required for those changing area of practice.

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### **DEFINING DIETITIANS BOARD’S PRACTICE SUPERVISION**

The Health Practitioners Competence Assurance Act 2003 (HPCA Act) defines Supervision:  
**“Supervision** means the monitoring of, and reporting on, the performance of a health practitioner by a professional peer.”

**Supervision** is an agreement between the supervisee and supervisor wherein the dietitian can reflect upon practice with a view to consolidating competence and identifying areas for development, through the feedback and guidance of the supervisor. Supervision is seen as a way to check professional competencies are being met to ensure the health and safety of the public. Supervision can also be the establishment phase of continuing competency and lifelong learning.

The supervisor should be an experienced NZ Registered Dietitian with expertise in the area the Dietitian is to commence work in. The supervisor should be someone who listens, inspires, challenges, and is a role model who supports growth and development of the individual.

She/he may provide oversight of clinical, management and communication issues, skill/technique, decision making and problem solving.

One of the Dietitians Board’s roles is to ensure dietitians practise in a manner which ‘protects the health and safety of the public’. In some situations (outlined above) the Board requires further evidence to ensure a Dietitian from overseas, or one who has been out of dietetic practice can competently and safely work in this field. The role of a supervisor in this situation is particularly important and should therefore involve:

- formal observations
- practice/peer review components
- and informal supervision.

This will allow for more formal evaluation of competencies to be assessed and more valuable feedback to be provided for enhancement by the supervisor.

Supervision provides a forum:

- to help develop the supervisee's 'learning objectives/professional goals'
- to complete the 'Supervision Agreement Plan'
- to identify where assistance is required e.g. entry level competencies, compliance with NZ legislation, cultural competence and specific practice areas
- to provide support and constructive feedback
- that helps the individual move forward professionally, learning how to prioritise workloads
- to empower the supervisee
- to enhance professional development and competencies
- which is a confidential process
- to assess and provide feedback to the Dietitians Board on professional competencies and the learning goals achieved/not achieved by the supervisee.

Supervision is a formal relationship between the supervisory partners. It is to be formalised within a written contract between the supervisor and supervisee and a copy provided to the Dietitians Board.

### **RECORD KEEPING (Supervisee responsibilities)**

- 'Supervision Agreement'**- Section 1 (at outset of supervision) and Section 2 (on completion of supervision), completed and sent to the Dietitians Board (provide a copy to your supervisor and retain a copy for yourself).
- Learning objectives** developed in consultation with your supervisor to meet your specific needs. Use the 'Statement of Registration Competencies Requirements' (i.e. entry level competencies, as on the website) as a basis for writing the learning objectives.
- NB:** For those wishing to return to work after an absence from practising dietetics of three years or more, the 'learning objectives' (as well as the signed Section 1 of the supervision agreement), need to be submitted to the Board, **prior** to a practising certificate being granted.
- Attendance record** of supervision is to be maintained (signed and dated).
- Written records** of issues, patients discussed, action to be taken and by whom, is to be recorded (each person will retain a copy).
- Evaluation**, a brief written evaluation of the supervision by the supervisor is requested to be submitted to the Board at the end of the supervision period (see Section 2, Supervision Agreement attached for details).
- Continuing Competence Records.**

**NB:** Any information will be treated as confidential material and will stay within the supervisory and Dietitians Board relationship.

### **CONSIDERATIONS FOR SUPERVISEE AND SUPERVISOR**

#### **Supervisee:**

- preparing for supervision
- identifying practice issues with which they need help and bringing them to supervision for reflection
- being open to others' feedback
- sharing responsibility for ensuring that regular supervision occurs
- ensuring that the objectives are met
- contributing to a mutually respectful supervision relationship
- completing written documentation required and providing copies to your supervisor and the Board (see section on Record Keeping)
- where conflict arises, follow the process outlined below.

#### **Supervisor:**

- preparing for supervision
- helping supervisee explore and clarify thinking & feelings that underlie practice
- sharing information, experience and skills appropriately

- giving clear feedback and constructive criticism
- challenging practice
- guiding, rather than leading development
- assisting the supervisee to develop role
- modelling good professional behaviour and boundaries
- sharing responsibility for ensuring that regular supervision occurs
- ensuring that the objectives of supervision are met
- contributing to a mutually respectful supervision relationship
- ensuring written documentation is being kept
- completing final evaluation (Section 2) of supervision agreement to be sent to the Board at the completion of the stated Board time requirements
- ensuring that the CCP has been established and the CCP criteria and requirements are being met
- where conflict arises, take responsibility for following process outlined below and ensure the Board is notified in a timely manner.

**NB:** Supervision can be used within your own Continuing Competency Programme, as it provides an opportunity to reflect on practice issues and learn from the experience.

### **CONFLICT RESOLUTION**

The objective is to find a mutually acceptable resolution where conflict arises between supervisor and supervisee. Every effort should be made to work through the contentious issues.

Either the supervisor or supervisee needs to alert the other if expectations are not being met, clearly and as early as possible.

The supervisor should set up a specific meeting to discuss the issues where expectations are not being met:

- Supervisor to provide written feedback to supervisee for their appraisal within 5 working days of the meeting and requesting a response within 5 working days.
- Written comment back to the supervisor must be received within the next 5 working days.
- If resolution is possible, the supervisor should continue working with the supervisee and advise workplace manager of the issue and its resolution.

If resolution cannot be achieved, the following steps should be taken:

- Supervisor to discuss with workplace manager the outcome of the meeting with supervisee.
- Workplace policy should be followed. Mediation may be possible, using a professional leader or advisor, cultural supervisor, team leader or a workplace manager.
- Supervisor to advise the Registrar of the Dietitians Board in writing within 1 month of the initial conflict resolution meeting. Outline the issue, the outcome of the meeting and response of the supervisee. Copies of the correspondence should be included.
- Dietitians Board to work with the complainant as applicable (either supervisor or supervisee) to find a resolution, which may include finding alternative supervision.

**Please note** – supervision is a confidential process with the following exceptions:

- When both parties agree that an issue can be shared outside of supervision
- When there is a serious concern regarding the supervisee's practice (for example breaching code of ethics, harm to self or patients).

### **DISCLAIMER**

**Please note that the supervisor is not legally responsible for the malpractice of an employee.**

*Adapted from Supervision Policy for Allied Health Professionals (Clinical Dietetics, Occupational Therapy, Physiotherapy, Social Work, Speech Language Therapy) - Capital & Coast DHB)*

## DIETITIANS BOARD (NZ) PRACTICE SUPERVISION AGREEMENT

*Send a completed and signed copy of Section 1, to the Registrar, Dietitians Board, PO Box 10 140, Wellington 6143 before commencement of work, or as advised by the Board.*

### SECTION 1: Initial supervision arrangements

**Date:** *(Supervision to commence)*

**Time period** *(of supervision required by the Dietitians Board):*

**Months/Years**

**Dietitian's** *(Supervisee) name:*

**Supervisee's work place and job description:**

**Supervisor's name:**

**Supervision meeting arrangements:**

*(These should include formal observations, peer/practice review and **informal** supervision. A suggested guideline is that **new graduates** have at least **one hour weekly** of formal supervision, (as well as informal supervision as and when needed) to start with. This **may** be reduced to one hour formal supervision fortnightly after six months. The Dietitians Board expects supervisees to work with the supervisor to arrange learning objectives and regular meetings. The supervisor is responsible to ensure everything that is required by the Board is being done, and that dietitians under supervision are complying with their learning objectives).*

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### Please P as appropriate

**Learning plan has been developed and cited**

**Regular meeting arrangements have been made:**

daily  weekly  fortnightly  monthly

*(meetings must include informal supervision as/when necessary)*

**Formal observations and peer/practice review will be part of supervision process**

**Record keeping will be undertaken (by supervisee) including**

- attendance record of supervision (to be dated and signed)
- a written record of issues/patients discussed, action to be taken, by whom.

*(This could be based on Continuing Competency Programme records)*

**Confidentiality (will be maintained by both parties)**

**Signed: Supervisee:**

**Signed: Supervisor:**

**Date:** \_\_\_\_\_

**Please send a completed and signed copy, of Section 2, to the Registrar, Dietitians Board, PO Box 10 140, Wellington 6143, at the end of your specified supervision time period**

**SECTION 2: Final Supervisor's comments/evaluation :**

**Name of Supervisee:**..... **Name of Supervisor:** .....

**Date** (*supervision was completed*): .....

**Please P activities as appropriate:**

- learning goals were commenced / achieved satisfactorily
- satisfactory attendance occurred at supervision meetings
- formal observations provided evidence for competency
- peer practice review provided evidence for competency
- CCP has been commenced satisfactorily
- in my professional opinion this person meets the entry level competencies, and is safe to practise and to receive an APC with no supervision conditions.

**Any comments:**

**Please P activities as appropriate (if required):**

- learning goals were **not** commenced / achieved satisfactorily
- satisfactory attendance **did not** occur at supervision meetings
- formal observations **did not** show competency
- peer/practice review **did not** provide evidence for competency
- CCP has not been commenced satisfactorily
- in my professional opinion this person **does not** meet the entry level competencies and is **not** safe to practise. ....should not receive an APC.

**Further comments to support your personal, professional opinion**

*(NB: if further supervision would be beneficial, please state this):*

**Signed: Supervisee:**

**Signed: Supervisor:**

**Date:** \_\_\_\_\_